



Jeremiah W. Nixon
Governor

State of Missouri

Office of Equal Opportunity

Let's work together on Building Missouri's future!

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Office of Administration (OA) Commissioner Kelvin L. Simmons recently announced that **Celeste Metcalf** has taken the helm as Director of the Office of Equal Opportunity (OEO), a program within the OA. Metcalf's appointment became effective July 1, 2011.

Metcalf oversees the primary goals of the OEO that were established in July 2010 when Gov. Nixon signed Executive Order 10-24. The executive order establishes rules ensuring that the State of Missouri is compliant with all federal and state laws concerning equal employment opportunity and workforce diversity.

A secondary goal of the OEO is to promote diversification in contracting opportunities for Minority-owned and Women-owned Business Enterprises (M/WBEs).

As the new OEO director, one of Metcalf's first initiatives will be to solicit funds from public and private entities to assist with the funding for an updated state disparity study. A disparity study compares the actual levels of M/WBE utilization

with the expected M/WBE availability of participation. If underutilization is determined, an updated disparity study will provide the premise for either an executive order or legislation to legally enforce the achievement of any goals that are outlined in an updated study. Missouri's current disparity study is 15 years old.

"I am looking forward to improving the current level of women and minority participation in the state's workforce and contracting opportunities," said Metcalf. "As we develop a communications channel that encourages information flow from those with opportunities to those capable of responding to those opportunities, we enhance the long-term economic viability of all entities within the State of Missouri."

In addition to assuming the duties of OEO director, Metcalf serves on the Personnel Advisory Board (PAB), the Minority Business Advocacy Commission, Contract Compliance Committee and other assigned committees. She also continues to work as the state's American Recovery and Reinvestment Act (ARRA) Compliance Officer. In that role she is responsible for tracking Missouri's stimulus expenditures that come through granting agencies and reporting this data to the federal government on a quarterly basis.

Metcalf has a Bachelor of Science degree in accounting from George Mason University and an MBA from Washington University. She also is a Certified Public Accountant (CPA) licensed in Missouri.



Kelvin Simmons
Commissioner

THE OEO STAFF

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Let's talk about Certification....



Nancy Heyer
Certification
Officer

ON-SITE VISITS QUESTIONS AND ANSWERS

WHO must have an On-site? On-site visits are required for all applicants located within the State of Missouri who apply for M/WBE Certification through the Office of Equal Opportunity and were not previously certified by another certifying entity who already performed one. Even though your business may be conducted in your home, we still need to complete this process.

WHY is this visit important? It provides a visual and verbal verification of documentation submitted. It also helps our program understand the way your business operates and allows you an opportunity to offer additional information for clarification purposes regarding ownership and control. It is required for completion of minority/women certification.

HOW do I know when you will conduct this visit? You will be contacted by phone or e-mail to confirm a date and time. Usually the reviewer will have a date and time picked out as they must schedule several on the same day as well as establish their routes. It is important that you try your best to confirm this date as it may be a while before they can re-schedule your firm for another appointment.

WHAT do I need in preparation for the visit? Nothing, the interviewer will bring your file and can refer to it, if needed. Should there be a circumstance that requires additional documentation, it can be faxed or e-mailed to our office if it is not readily available.

HOW long does it take? Appointments will range from 1-1 1/2 hrs. Time varies depending upon the responses given to our questions as well as answers to questions you may have. The interviewer will need time to provide you with resource information and details about the online vendor registration process.

NOW what happens? This is the final stage of certification which is the evaluation/determination review. It can take approximately 30 days to complete. You can e-mail our office to check on the status whenever you like. You will receive notification by mail when a decision has been reached.

Please understand that we know this process involves a lot of information, documentation and time. However, this program cannot exist without rules and requirements in place that confirm and validate majority ownership and control is truly held by minorities or women.

"A program must have integrity or it is of no value to anyone." — Unknown

WELCOME NEWLY CERTIFIED M/WBE VENDORS FOR MAY AND JUNE 2011

SERVICE ORIENTED M/WBE VENDORS CERTIFIED DURING MAY AND JUNE

Name	Code	City	Certification #	Service Provided
Peistrup Paper Products, Inc.	W0	St. Louis	W04201	Janitorial & packaging supplies.
Infinity Opportunity, Inc. dba Jani-King of Springfield	W0	Lenexa, KS	W04188	Janitorial services.
Fletchco, LLC	W0	St. Louis	W04211	Temporary Staffing.
Mastercraft Tool Company	W0	Earth City	W04189	Machine shop specializes in defense parts, automotive parts, job shop, small parts runs, machining all types of material, wire E.D.M., manual, CNC, lathe, manual mill and CNC lathe machining, programming CNC machines.
Foray Communications, LLC	W0	University City	W04195	Public relations/marketing communications.
Bassett Law Firm, LLC	W0	Columbia	W04221	Legal services/law firm.
Peralta Garcia Solutions, LLC	M7	Chicago, IL	B04204	Financial advisory & consulting management.
Worldwide, Inc.	M5	St. Louis	B04214	Lender/title settlement services.
Touch of Class, Inc.	W0	Ellisville	W04213	Art & framing gallery.
SynCare of Missouri, LLC	M5	Ballwin	B04203	Case management & disease management.
Inca Supply Corp., LLC	M7	St. John, IN	B04197	Marketing/promotional items (merchandise).
Ford Hotel Supply Company, Inc.	W0	St. Louis	W04191	Commercial foodservice design, installation & supply.
Xperttech, Inc.	M6	Woburn, MA	B04215	IT services.
Consolidated Business Solutions-MBE, LLC	M2	Kansas City	M04224	Insurance consulting services.

SERVICE ORIENTED M/WBE CERTIFIED VENDORS DURING MAY AND JUNE

Name	Code	City	Certification #	Service Provided
Community Asset Builders, LLC	W0	Jefferson City	W04220	Consulting & association management services.
Development Concepts, LLC dba Institute of Technology	M5	St. Louis	B04192	Health care, information technology, renewable energy & leadership certification training.
Step By Step Support Services, LLC	M5	Kansas City	B04219	Psychotherapy.
Rockwell Laboratories, Ltd.	W0	North Kansas City	W04200	Manufacture of pest control & cleaning products.
Ardor Fire Protection, LLC	M0	St. Louis	M04199	Fire sprinkler contractor, fire protection contracting, install, design, build, maintenance & inspections of fire sprinkler systems.
Worthington Paper Co., Inc.	M5	Carrollton, TX	B04209	Copy paper, printing paper & computer forms.
HP Products Corporation	W0	Indianapolis, IN	W04208	Provision of janitorial supplies, floor care equipment, safety, packaging, lighting supplies, laundry & dietary
Parson & Associates, LLC	M0	Kansas City	M04216	Public relations & government affairs.
HCI IT Services, Inc.	M0	Irving, TX	M04217	IT (information technology) services, SAP consulting, SAP mobile solutions, peoplesoft consulting, Oracle, net, java, c++, computer consulting & technical con-
Design Extra, LLC	W0	St. Louis	W04223	Interior design.

CONGRATULATIONS

CONSTRUCTION INDUSTRY M/WBE CERTIFIED VENDORS DURING MAY AND JUNE

Name	Code	City	Certification #	Service Provided
H-Omega Investments, LLC	M5	St. Louis	B04190	EPA certified renovator, remodeling, residential, commercial & industrial.
Native Landscape Solutions, Inc.	W0	St. Louis	W04193	Native landscape design & planning, consulting & maintenance.
Calla Enterprises, LLC	W0	Jackson	W04206	Excavation, construction demolition.
Gateway Land Services, Inc.	W0	St. Louis	W04212	Land surveying, landscape architecture design.
AggreCon Crushing & Recycling, LLC	W0	Washington	W04207	Recycling, custom crushing of concrete, asphalt, & aggregate with portable crushers & stackers.
Crossroads Roofing & Contracting, LLC	W0	Defiance	W04205	Asphalt & shingles & contracting, (carpentry).
Freise Construction Company	W0	Old Monroe	W04210	General contracting firm, general construction.
Vance Cleaning	W0	St. Charles	W04194	Cleaning, green seal certified products, carpet extraction, floor refinishing & windows.
CTE Solutions, L.L.C.	W0	Cleveland	W04187	Construction and site maintenance.
Kaimann Electric & Maintenance, LLC	W0	Moscow Mills	W04198	Electrical contractor.
Contract Furniture Solutions, LLC	W0	Manchester	W04196	Commercial furniture, install.
J. Williams Heating & Cooling, Inc.	M0	St. Louis	M04202	HVAC installation/service, sheet metal fabrication, commercial, residential & institutional.
A. W. Lacy Painting & Decorating Co.	M0	Blue Springs	M04226	Painting & decorating, graphics, industrial, commercial & high end custom residential.
Simms Hauling, LLC	W0	Columbia	W04222	Hauling, rock, gravel, dirt & sand.
WEB Contracting, Inc.	W0	Paola, KS	W04218	General contractor, interior demolition & renovations hospital renovations, painting.
DNA Trucking, Inc. dba DNA Multi Services	M0	Grandview	M04225	Hauling/transport of aggregates & other construction materials by dump truck, janitorial services, light maintenance and repairs.

SERVICE ORIENTED M/WBE CERTIFIED VENDORS DURING MAY AND JUNE

Name	Code	City	Certification #	Service Provided
Bi-Lingual In-Home Assistant Services, Inc.	W0	St. Louis	W04175	Social services.
Wyse Decisions, LLC	W0	St. Thomas	W04137	Energy & environmental consulting, environmental grant writing & professional management.
Officer CPA Firm, LLC	W0	Springfield	W04156	Certified public accounting firm providing tax & audit services.
ALW Solutions, Inc.	W0	Rocky Mount	W04140	Information technology services.
Paulette Brown dba Bowling Green Motor Vehicle and License Office	M5	Bowling Green	B04138	License bureau, drivers license, etc. renewals.
B Cinalli Designs, LLC	W0	Nixa	W04166	Interior design.
KDG Trucking, LLC	W0	Villa Ridge	W04178	Local trucking & material supplier.
B.I.C. Design Co.	M1	N. Kansas City	M04182	Fire protection system designs.
Omega Solutions, LLC	W0	St. Louis	W04159	Information technology professional services.
Santiago & Associates, Inc.	M7	St. Louis	B04144	Freight brokerage & transportation services.
Saxena White P.A.	M6	Boca Raton, FL	B04171	Class action securities litigation, law firm.
Synergy Tek, LLC	M0	Kansas City	M04149	IT consulting.
Bollinger County Abstract & Tile Co., Inc.	W0	Marble Hill	W04142	Abstracts, title insurance secured insured real estate closings, escrow services, letter reports, searches, consultations, notary services.
Supreme Cleaning Services, LLC	M5	St. Louis	B04176	Janitorial, cleaning maintenance services for commercial offices, apartment units & businesses.
Kelly Sly dba DIGGIT	M2	Columbia	M04143	Custom apparel, screen printing, embroidery, banners, posters, business cards, design, decals, video & audio, promotional products, brochures, menus, postcards & websites, and t-shirts.
Jasun Technologies, LLC	M1	Chesterfield	M04173	Civil engineering consulting, construction inspection management, transportation planning & design, storm water management, computer s
Pinnacle Technical Resources, Inc.	M7	Dallas	B04165	IT consulting & staffing, managed services. Vendor management & payroll services.
Unitech Consulting, L.L.C. dba Chameleon Integrated Services	M2	St. Louis	M04172	IT consulting.
Mason Tillman Associates, Limited	M5	Oakland, CA	B04164	Business & employment, database design, regulatory compliance, community outreach & IT services.
Metro Office Solutions, Inc.	M6	Belcamp, MD	B04163	Office supplies & office furniture.
Jackson's Heated Pressure Washing, LLC	M0	Caruthersville	M04186	Pressure washing services, surfaces that they clean are buildings, concrete, patios etc.
VKF	M7	Lawrence, KS	B04174	Dispatching trucks to various sights.

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featured on our website and newsletter?
Contact us at 877-259-2963 or by e-mail at Roxy.Antonio@oa.mo.gov.**

Tell us that you "like" us on Facebook:
<https://www.facebook.com/pages/Missouri-Office-of-Equal-Opportunity/224544647587659>
Follow us on Twitter:
https://twitter.com/#!/MO_OEO

C & S Business Services Receives 2011 BEST of Staffing™ Client List Award



C & S Business Services, Inc., founded in 1977, was the first temporary employment service in the Central Missouri area. This introduced flexible staffing into the community while providing jobs locally. C & S is a locally women owned independent staffing service which means the money stays in our community.

C & S has provided temporary help to the State of Missouri for more than 30 years. C & S partners with State vendors on Request for Proposals providing clerical, labor, technical, and professional employees to satisfy the Women Business Enterprise requirements.

C & S Business Services, Inc. has been awarded the 2011 Inavero's Best of Staffing™ Client List. Best of Staffing, presented in partnership with CareerBuilder, is the nation's only satisfaction award that recognizes exceptional client service within the staffing industry. Less than 1% of staffing firms in the United States and Canada have been named to the Best of Staffing List for Client Satisfaction. Having combined experience and certification in staffing and employment law is crucial to meeting the needs of our clients. Whether the request is for temporary, temp-to-hire, direct-hire or contract, we pride ourselves in exceeding

our client's expectations.

Carrie Russell is certified by the American Staffing Association as a Certified Temporary Specialist (CTS). She has maintained State agencies' accounts for over 16 years, therefore State agencies are familiar with her dedicated staffing services. Her extensive experience with the State means she is better able to satisfy their needs according to the contract. Carrie She must complete annual continuing education credits in employment law and other human resource issues to maintain her CTS status.

C & S staff takes the time and effort to provide our clients with the most qualified candidates as well as match our potential employees with the right client. By doing this we are able to maintain satisfaction for both our clients and our employees. C & S clients will confirm that C & S offers the highest quality of staffing services at a rate that keeps you coming back.



Resources for M/WBE Vendors

Missouri Department of Economic Development Programs for Business

The Missouri Department of Economic Development offers a listing of programs for businesses.

For a full listing, please visit

<http://www.ded.mo.gov/businesses/BusinessAssistance.aspx>

Missouri Linked Deposit Program

Administered through the state treasurer's office to enable financial institutions to make low-cost loans to businesses and farms to create jobs and help Missouri's economy grow. Visit

www.treasurer.mo.gov/LinkedDeposit.asp.

Missouri Procurement Technical Assistance Centers (MOPTAC)

MO PTAC's mission is to assist businesses—including small, disadvantaged and women-owned firms— in obtaining federal, state and local government contracts. Visit

www.missouribusiness.net/PTAC

Missouri Small Business Regulatory Fairness Board (SBRFB)

The SBRFB provides a key interface between state regulatory agencies and affected small businesses. For more information, please visit

<http://www.sbrfb.ded.mo.gov/>

Missouri Business Portal

An online resource as a single point of entry for business registration, filings, licenses, and permits for doing business in the State of Missouri.

<http://www.business.mo.gov/>

MoFAST: SBIR/STTR Program

Help for entrepreneurs and small businesses seeking federal funding for technology and life sciences businesses, products, research and development.

Visit www.mofast.net.

Missouri Women's Council

Provides information and resources regarding business, education and career development to Missouri's women. Visit www.womenscouncil.org or call toll free at 877-426-9284.

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State of Missouri Certified M/WBE Vendors waiting to do business with you! Please visit

<http://>

www.directory.oeo.oa.mo.gov/

Future Events



Sept. 14, 2011

SAFETY AWARENESS WORKSHOP

"Safety is No Accident"

Contact Rhonda Wilson, Project Director, Central Region SBTRC E-mail: wilsonrh@missouri.edu; phone: 573-882-0139

A series of interactive workshops presented by a number of experts within the transportation and highway construction safety community will offer an overview of the Department of Transportation's efforts regarding Safety and Greening Government. The event is free to all.

53rd Annual Governor's Conference on Economic Development

Sept. 21-23, 2011

University Plaza Hotel and Convention Center
Springfield, Mo

For more information, please visit:

<http://www.ded.mo.gov/Conference/GovConference.aspx>

The 5 C's of Credit....

Contributed by Mac McDougell
Relationship Manager at Regions Bank

Establish a **relationship** with your bank. Do not spread yourself out at a variety of banks. You dilute your impact by doing this. It is a good idea to visit with your banker early and regularly. The number one reason businesses fail is because of undercapitalization.

Allow yourself plenty of time to get your credit facility in place. Often, it is a process, not an event. You may have things you need to do to get the loan you want or need. There is a lot of free or inexpensive help out there to assist in preparing business plans and projections. Companies that are starting up or expanding will always need a business plan and projection.

Identify your total needs and neatly type it out. Then identify how much you will pay and how much you want from the bank. Do not shortchange yourself by asking for a minimum amount. You get "**one drink at the well**" and if you find that, six months later, you did not get enough money, you probably cannot get more.

Be aware of the 5 Cs of credit. Bankers all use these to determine creditworthiness.

Capacity (cash flow) to repay is the most critical of the five factors.

It is the primary source of repayment – cash flow. The prospective lender will want to know exactly how you intend to repay the loan.

The lender will consider the cash flow from the business, the timing of the repayment, and the probability of successful repayment of the loan.

Payment history on existing credit relationships - personal or commercial - is considered an indicator of future payment performance.

Potential lenders also will want to know about other possible sources of repayment.

Capital is the money you personally have invested in the business (**Skin in the Game**) and is an indication of how much you have at risk should the business fail.

Interested lenders and investors will expect you to have contributed from your own assets and to have undertaken personal financial risk to establish the business before asking them to commit any funding.

Collateral and guarantees are additional forms of security you will have to provide the lender.

Giving a lender collateral means that you pledge an asset you own, such as your home, to the lender with the agreement that it will be the repayment source in case you cannot repay

the loan.

A guarantee is a document whereby you personally promise to repay the loan.

Strong guarantors are important in the loan approval process and you can count on the requirement of both collateral and guarantees on any credit facility.

Conditions describe the intended purpose of the loan.

Will the money be used for working capital, additional equipment or inventory or real estate purchase?

The lender will also consider **local economic conditions** and the overall climate, both within your industry and in other industries that could affect your business.

High-Risk businesses such as trucking, restaurants and construction companies are being done but are held to a higher standard.

Character is the general impression you make on the prospective lender or investor. The lender will form a subjective opinion as to whether you are sufficiently trustworthy to repay the loan or generate a return on funds invested in your company.

Be a good scout, **BE PREPARED!**

Your **educational background** and **experience in business** and in your industry will be considered.

Your **personal credit** will be an important consideration. If you are not in the high 600s or better, **you probably should resolve whatever issues are keeping your score down before you see the banker.**

